

Annual Report 2006 - 2007

Part 1

Section A

Unit Information

Unit:

Office of Extended Programs

Mission Statement:

The mission of this office is to: meet public sector training, development, and technical assistance needs; provide educational opportunities that enrich the intellectual, civic, economic, and cultural life of the region and the state; support faculty and students in their service-learning and civic engagement endeavors; and, through the Renaissance Academy, offer retirees and other citizens educational programming that keeps their minds intellectually, creatively, and culturally active.

Section B

Unit Goals within Last Year's (2005-2006) Report

Strategic Plan Goal

Unit Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2006-2007 goal best align?

Goal for 2006-2007

With the retirement of the current Dean the Office of Extended Programs and the Renaissance Academy will be going through a transition period with possible restructuring by the Provost. While the goals may be similar to the previous year, more detailed directions will depend on a new dean or director.

What actions have you taken to achieve this goal?

A comprehensive national search was initiated to hire new leadership for the areas of continuing education and off-campus programs.

What measures have you taken towards assessment of this goal?

Candidates were first interviewed via telephone and 3 finalists for the position were invited to attend day long on-campus interviews.

Describe the progress you have made toward attaining this goal including the anticipated completion date.

Mr. Steven Bloomberg has been hired as the new Executive Director of Continuing Education and Off Campus programs. He assumed the position on January 17, 2007.

Describe how the results of assessments have been used to improve student learning or your department's activities.

The Executive Directorship is a new position and combines responsibilities previously held by the Dean of Continual Learning and Graduate Studies at the main campus and the Executive Director of the Charlotte Center. All off-campus instructional activities will be coordinated through this position, thus creating one office with the responsibility for generating additional off-campus credit, continuing education, and lifelong learning opportunities for FGCU students [and the community](#).

Strategic Plan Goal

Unit Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2006-2007 goal best align?

Goal for 2006-2007

What actions have you taken to achieve this goal?

Institute of Government (IOG) services align most closely with Goal 7...position FGCU in a leadership role to address the educational, cultural, social and economic interests of SW Florida. IOG achieves this through training partnerships with local government, non profits and business - by serving on community boards and membership in professional organizations - by providing professional training, development and technical services to the FGCU service area. IOG provided 224 workshops and served 3370 participants in FY 06/07.

What measures have you taken towards assessment of this goal?

Services are measured by consistent repeat clients and participants; written evaluations of all training; telephone follow-up on contract training and technical assistance; and benchmarking of other Institutes. High quality training and customer service are assessed continually.

Describe the progress you have made toward attaining this goal including the anticipated completion date.

IOG services are provided on an as-needed or requested basis since it is non-credit. Requests for community partnerships are increasing due to visibility, quality and customer service. IOG provides open-enrollment workshops to market programs and meet the needs of small organizations, but the majority of services are determined by specific client needs and requests.

Describe how the results of assessments have been used to improve student learning or your department's activities.

All IOG customized training services are tailored specifically to client needs and evaluated in writing and by follow-up calls to clients. Evaluation feedback is used to further customize or modify content and aid in assessment of learning and practical application of skills. Some programs are designed with built-in follow-up activities to reinforce participant learning.

Section C

Program or Service Specific Assessments

What program or service specific assessment occurred in the current academic year?

The IOG assesses client satisfaction with a survey at the conclusion of each program or seminar. The Renaissance Academy also assesses *participation* satisfaction at the end of each class or excursion activity. **(I don't know if any formal lease was drawn up or it was just a verbal agreement?)** New lease agreements were signed with South Fort Myers High School and the Hi Tech North Center in Cape Coral as additional off-campus instructional sites.

How were the results of the assessment used to improve programs or services?

The results were used to improve content and logistics related to IOG courses and programs.

Section D

Unit Contribution or President's Performance Measures

Please review the [President's Performance Measures for 2006-2007](#). Did your unit contribute to any specific performance goals for the President? (If so, please indicate whether the measure set was attained and to what degree.)

Part 2

Section A

Unit Goals for Coming Year (2007-2008)

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2007-2008 goal best align?

Unit Goal

Goal for 2007-2008

Goal 2: The Student Community

Establish the Compliance Certificate in collaboration with the College of Professional Studies for fall 2007 student enrollment.

What action(s) will you undertake to achieve the goal?

1. In concert with the College of Professional Studies, develop procedures and protocols for student registration via the continuing education division;
2. Advertise the Compliance Certificate throughout FGCU's five-county service delivery area via printed media, WGCU, and the new continuing education website;
3. Offer the program with a minimum initial student cohort of ten; and
4. Offer two courses during the fall 2007 semester, two during the spring, 2008 semester, and one in the summer 2008 session.

By what means will you assess goal achievement?

We will assess goal achievement by:

1. Analyzing total student enrollment;
2. Determining the overall effectiveness of advertising, which directly correlates to student enrollment; and
3. Surveying students at the completion of the program to ascertain strengths and areas of suggested improvement.

How will you know if you have successfully attained each goal?

We will have attained our goals if:

1. We have achieved a minimum enrollment of ten students who complete the five credit courses as required by the certificate; and
2. These students provide feedback at program completion that will be used to enhance course offerings for future cohorts.

How will the results of the above assessments be used to improve student learning or services?

After the initial cohort has completed the Compliance program and provided feedback via a survey instrument, a meeting with the Dean of the College of Professional Studies, the Executive Director of Continuing Education, and program-area faculty will be convened to study and interpret the survey results. After the results have been interpreted, specific suggestions and improvements will be integrated into the program by August, 2008 for the second student cohort.

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2007-2008 goal best align?

Unit Goal

Goal for 2007-2008

Goal 2: The Student Community

Introduce a minimum of ten continuing education courses through the FGCU Naples Center. Five Computer Cont. Ed classes and five additional Continuing Ed. classes

What action(s) will you undertake to achieve the goal?

1. Purchase and install sixteen new computers at the Naples Center computer lab;
2. Interview and hire a minimum of one continuing education adjunct faculty member to teach Office 2003/Office 2007/Windows Vista courses;
3. Offer a minimum of five continuing education computer classes at the Naples Center, each with a minimum enrollment of ten students, or a total of fifty participants;
4. Identify other community continuing education needs through meetings with the general public, business, industry, and education; and
5. Offer a minimum of five additional continuing education courses geared toward a specific audience. Each class will have an average minimum of ten students.

By what means will you assess goal achievement?

As with other continuing education programs we will survey students at the completion of each individual course; garnering feedback that will ultimately provide improvement for our next offering.

How will you know if you have successfully attained each goal?

1. With the purchase and subsequent installation of sixteen computers;
2. Through the successful offering of five computer-related courses, each with an average minimum enrollment of ten; and
3. Through the successful offering of five continuing education courses, each with an average minimum enrollment of ten students.

How will the results of the above assessments be used to improve student learning or services?

Students always provide feedback via an assessment instrument at the completion of every continuing education course. The Executive Director of Continuing Education, the Director of the Naples Center, and continuing education faculty will review the survey results and infuse necessary changes/improvements into the curriculum prior to the next offering. For example, computer instructors will meet and identify relevant student comments/suggestions and the best manner in which to infuse into the curriculum. These comments might include more time devoted to a specific subject or more time spent "hands-on" putting theory into practice.

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2007-2008 goal best align?

Unit Goal

Goal for 2007-2008

Goal 2: The Student Community

Introduce a minimum of ten continuing education courses in Charlotte County

What action(s) will you undertake to achieve the goal?

1. Hold meetings with decision-makers from key businesses in Charlotte County, i.e. health care, government, and education to ascertain employee-related continuing education needs; and
2. Conduct a minimum of two meetings with the Charlotte Advisory Board to solicit their feedback for continuing education and for-credit course and program offerings.
3. Offer ten continuing education courses with an average minimum enrollment of ten students during the 2007-08 year.

By what means will you assess goal achievement?

As with other continuing education programs we will survey students at the completion of each individual course; garnering feedback that will ultimately provide improvement for our next offering.

How will you know if you have successfully attained each goal?

1. By following through and holding the aforementioned meetings with health care, government, and education;
2. Conducting a minimum of two meetings with the Charlotte Advisory Board; and
3. Offering ten continuing education classes that yield an average of ten students per course.

How will the results of the above assessments be used to improve student learning or services?

Students always provide feedback via an assessment instrument at the completion of every continuing education course. The Executive Director of Continuing Education, and continuing education faculty will review the survey results and infuse necessary changes/improvements into the curriculum prior to the next offering.

Strategic Plan Goal

With which 1 or 2 goals from the 8 current strategic plan goals does your 2007-2008 goal best align?

Unit Goal

Goal for 2007-2008

Goal 2: Student Community

Raise off-campus credit student headcount by a collective total of 10 percent.

What action(s) will you undertake to achieve the goal?

1. Coordinate additional off-campus credit course offerings with College Deans;
2. Target specific businesses such as health-care and education to offer a distance MBA program with certain electives being delivered on-site;
3. Survey existing student populations in Cape Coral and Charlotte County to ascertain what specific needs could be met by offering additional credit classes in these locations.

By what means will you assess goal achievement?

We will assess student growth by performing a comparative analysis. We will examine credit headcount for the past two academic years in both fall and winter semesters and compare these results in regards to 2007-08 student headcount.

How will you know if you have successfully attained each goal?

Upon completion of the comparative analysis from all off-campus delivery sites, we will be able to demonstrate a ten percent growth in student headcount.

How will the results of the above assessments be used to improve student learning or services?

As is the case with continuing education students, for-credit students will participate in an evaluation instrument that will gauge overall satisfaction with their off-campus credit experiences. This input will be used to improve such things as registration procedures, coordination of locations, instruction, and support services.

What additional resources have you requested and received a commitment for during 2007-2008 from your area VP or the President that is based on your analysis of assessment data for 2006-2007?

We have identified the need to hire a Coordinator level position to assist in programmatic development of credit, continuing education, and lifelong learning programs through FGCU's five county service delivery area. This position has been included in the line item budget for the past two fiscal years; however, it has not ever been filled.

Section C

Assessment Plans

What assessments are you planning to conduct during 2007-2008?

We will conduct various student need assessments during 2007-08. These assessments include surveying all off-campus students who currently attend credit courses at the main campus in Fort Myers. This data will be used to further develop off-campus credit based programs.

Section D

Coming Year - Strategic Plan Contributions

Goal 2: The Student Community
Goal 4: A Talented and Dedicated Staff and Faculty
Goal 7: Community Leadership